

Complaints Policy

It is important not to confuse genuine complaints where the parent feels a matter needs to be resolved and staff discipline and capability. Staff issues are dealt with in the HR policies and procedures.

We recognise the importance of establishing and maintaining a mutual partnership between the nursery, its staff, and parents. We are all in an important partnership to ensure the child is given the maximum support and encouragement to flourish in their development.

We are aware that there may be occasions where people have concerns or complaints and the following procedure sets out the steps that should be followed in order to resolve these as fairly, quickly, appropriately and informally as possible.

Aims

- To maintain good communication and relationships between Norcot Early Years Centre and persons who wish to express a concern or pursue a complaint.
- To support the well-being of children, staff and everyone else who has legitimate interest in the work of the centre, including governors and parents
- To provide a clear and fair procedure for the resolution of concerns or complaints

1.1 Nursery Complaints Policy

The Nursery believes that children and Parents/Guardians are entitled to expect courtesy and prompt, careful attention to their concerns and complaints. We welcome suggestions on how to improve the nursery and will give prompt and serious attention to any suggestions. All will be investigated, documented, and complaints/Concerns are kept on file for 3 years. Parents can ask to see a summary of the concern / complaint.

We believe staff and management deserve respect and courtesy from Parents/Guardians and visitors. Staff have the right to make a formal complaint against a Parent/Guardian and other persons.

1.1.1 Making Concerns Known

It is anticipated that most concerns will be resolved in a quick and informal manner to the appropriate member of staff. We have an open door policy and parents are asked to discuss all matters directly.

Any verbal complaints will also be followed up and the parent informed of the findings, and recorded.

All concerns raised will be dealt with seriously and promptly to try and reduce these turning into complaints.

A 'concern' may be defined as an expression of worry or doubt over an issue considered to be important for which reassurance is sought.

A 'complaint' may be generally defined as an expression of dissatisfaction however made, about action taken or a lack of action.

Under the Equality Act 2010, we will make reasonable adjustments for those who:

- Have learning difficulties
- Have disabilities

We will make the process as accessible as possible for people who speak English as an additional language.

We will try and resolve the complaint informally, at the earliest possible stage, and usually this means meeting with the complainant, the subject of the complaint and the Head of Centre or another senior leader, as appropriate. We can also use mediation as part of the procedure.

For written complaints: an acknowledgment will be sent on the day or next working day depending on date/time complaint is received, explaining that we have received it and it will be investigated and a response will be given, either verbal or written within 48 hours (or next working day if the 48 hours falls on a weekend).

For verbal complaints: complainants to speak to a member of staff and/or SMT if applicable on the day.

STAGE 1 -- Informal Resolution

Informal Step 1

Any complaint must first be raised in discussion with the key person concerned to clarify the situation and to try to reach an early, mutually acceptable resolution.

Informal Step 2

If the complaint is unresolved at Step 1, the complainant should ask for a meeting with the a member of Senior Management Team, to try to reach an early, mutually acceptable resolution.

A complainant should receive an informal response to a complaint within five working days of receipt of the complaint at either step in Stage 1

If we cannot resolve the issue informally, it will be escalated to a formal complaint, all stages are listed below.

STAGE 2 – Formal Resolution

1.1.2 Formal complaints procedure

If the complaint is not resolved in Stage 1, a more formal approach may be followed:

1. The complaint should be put to the Manager. This can be done either in writing or in arranged meeting. Details will be entered in our confidential complaints folder, including source of complaint, nature of complaint, how it was dealt with and actions and outcome. This record will be shared with OFSTED on request.

The matter will be fully investigated within 28 working days. If there is any delay the manager will advise the Parent/ Guardians and offer an explanation. The manager will be responsible for sending them a full and formal response. The formal response will be copied to relevant staff member(s) if appropriate.

The response will include recommendations for dealing with the complaint and for any amendments to the Nursery's policies or procedures.

2. If the Nursery Manager is unable to resolve the complaint, or if the complaint is relating to the Manager or is of a sensitive nature, or parent wishes to remain anonymous, the Registered Person should be contacted, in writing, as follows:

Address to Mr Bhalvinder Virdee, mark as "Private and Confidential", and place into the safe located in the building (Safe in Pre School Log Cabin, or Safe in D-Block Corridor). Alternatively, send an email to:

bvirdee@willowsdaynursery.co.uk

The registered person will investigate the complaint and take appropriate action within 28 days.

3. If the matter cannot be resolved, either party have the right to contact OFSTED on the following number, or via the web:

OFSTED Complaints Number; 0300 123 1231
enquiries@ofsted.gov.uk

Any reports relating to the setting, including complaints can be found on the OFSTED website.

1.1.3 Complaints made directly to OFSTED

If after exhausting all stages of the complaint procedure, the complainant feels the nursery has not responded appropriately to their concerns, they may make a complaint to OFSTED.

Complaints are made directly to OFSTED will be followed by a letter highlighting the complaint. The nursery will once again investigate the complaint, create a record, and inform OFSTED of the actions taken.

1.1.4 Complaints related to Safeguarding

If the nursery manager/person in charge has good reason to believe that the situation has safeguarding implications, they will inform the nursery DSL and ensure that LADO team and IASS Team are contacted according to the procedure set out in the Safeguarding Policy. The police will be contacted if any party involved has good reason to believe that a criminal offence has been committed.

Information about the complaint will be passed to OFSTED when the complaint is related to Safeguarding or Welfare Requirements